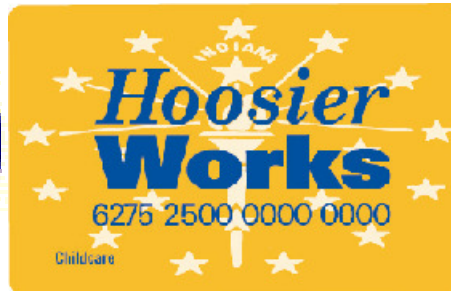


WELCOME TO THE CCDF PROGRAM



Thank you for choosing to serve families enrolled in the Child Care and Development Fund (CCDF) Program. The CCDF Program provides child care subsidies for low income families who are working or attending an accredited school or training program. These families rely on affordable, quality child care in order to work and become self-sufficient. Their children rely on high quality child care in order to be safe, healthy, learning and ready to succeed in school and life.

You are an important part of the success of the families you serve!!

The CCDF Program is administered through the Indiana's Family and Social Services Administration (FSSA) in the Division of Family Resources (DFR), Bureau of Child Care (BCC). BCC is committed to increasing the availability of quality child care environments for all Indiana families. High quality child care environments ensure that children are safe, healthy and learning. Assistance and support is available to all child care providers who wish to continue to grow professionally and offer the best quality child care possible. One of the many ways to receive this assistance is by joining Paths to QUALITY™, Indiana's Quality Rating and Improvement System.

Paths to QUALITY™ (PTQ) is a free, voluntary system that allows all regulated child care providers the opportunity to join and provides families with an easy to recognize symbol of quality to assist in making child care choices which are best for their family. Each level of this four level system builds on the foundation of the previous one, resulting in significant quality improvements at each stage and national accreditation at the highest level. There are many advantages to joining Paths to QUALITY™ including free on-site technical assistance, free and low cost trainings, awards and incentives at each level and free marketing opportunities. If you are not currently participating in Paths to QUALITY™ and are interested in learning more, contact your local Child Care Resource and Referral Agency or the Indiana Association of Child Care Resource and Referral at (800) 299-1627.

The Indiana CCDF Provider Manual which follows is intended to give new providers an overview of the CCDF program including helpful hints on getting started and details about CCDF program policies and procedures. This manual will also be updated annually so that all Indiana CCDF providers will be aware of any changes to the CCDF program.

If you would like more complete information about Indiana's CCDF Policies and Procedures, you may view the complete CCDF Policy and Procedure Manual at <http://www.in.gov/fssa/files/CCDFPolicyProcedureManual.pdf>. You may also find other helpful resources on BCC's website at <http://www.in.gov/fssa/2552.htm> .

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COMMONLY USED TERMS

805 Application

The name of the 3 page form a family completes with the Intake Office when applying for CCDF assistance.

Affiliated Computer Services (ACS)

The company under contract to the Indiana Family & Social Services Administration to install and maintain the Hoosier Works for Child Care System.

Authorized Representative

A person, other than the CCDF applicant(s), who receives a HWCC card and is permitted to check children in or out of the child care center or home.

Child Care Development Fund (CCDF)

The program providing funds to assist eligible families in paying for child care.

CCDF Provider Eligibility Standards

These standards were also called Minimum Standards and are defined by Indiana state law. If a child care provider wants to be paid for CCDF children, they must meet these standards. These standards are linked to the building or home where child care takes place. If a child care provider moves, the new building or home must be inspected. These standards are not automatically transferred to a new site.

Child Care Resource and Referral (CCRR)

An agency serving each county to help families make decisions about quality child care for their children. CCRR agencies also offer various training opportunities and other business and child care resources to providers.

Co-pay

The dollar amount the family is responsible for paying directly to the provider. This amount is listed on the paper voucher.

Hoosier Works for Child Care (HWCC)

The electronic swipe card system which pays for child care provided to authorized CCDF children.

Indiana Family & Social Services Administration (FSSA)

The state agency responsible for CCDF voucher program.

Local Intake Office

The agency where families go to find out if they are eligible for the CCDF program.

Over Rate (OVERAGE) Charge

The portion of a provider's charge which exceeds the maximum reimbursement from the State. It is the responsibility of the CCDF family to discuss this balance with the provider. The provider may waive this charge if desired.

Paths to Quality™ (PTQ)

Paths to QUALITY™ is a free, voluntary quality rating and improvement system for providers. This system is designed to provide families with an informational tool to assist in making a child care choice and to provide providers with additional supports and resources to help increase the quality of care offered.

Point-of-Service (POS)

The equipment used to swipe/check children in and out of your child care home or center.

POS Reports - Reports child care providers receive from the POS equipment.

Daily Receipt – The receipt is printed each time a child is checked in or out.

Exceptions Report – A report showing any child who has been checked in but not checked out.

Totals Report – A report showing payments made to your home or center for the previous business week. The business week starts on Sunday at 12:01 am and ends on Saturday at 12:00 am (midnight).

Store and Forward (SAF)

The POS system's method of processing swipe activity (check in / check out) when the telephone line is unavailable. The swipes are stored in the POS and forwarded to the main computer when the phone line becomes available.

Subsidy

The amount of reimbursement authorized for weekly reimbursement for child care services. This amount is listed on the paper voucher.

TANF

Temporary Assistance to Needy Families

TANF IMPACT

A TANF program that provides services to parents who are involved in very specific job related activities.

The Consultants Consortium (TCC)

The agency responsible for inspection and certification of legally license exempt centers and homes.

Voucher

A family receives a copy of a voucher from their local Intake Office. This paper explains the terms of the payment agreement between the family and provider. (See sample voucher on Page 11) Families should give their provider a copy of their voucher every time a new one is issued. The voucher should be kept by the provider and filed with other important family records.

Waiting List

When a county does not have the funds available to enroll new CCDF families, families are placed on a waiting list for services. As funding becomes available, families on the waiting list may be called into the Local Intake Office for enrollment into the program.

WHO ARE CCDF ELIGIBLE PROVIDERS?

All providers must meet certain criteria to become eligible for the CCDF program. Requirements and certification depends on the provider type.

Eligible CCDF providers are:

- An Indiana Licensed Child Care Center; or
- An Indiana Licensed Child Care Home; or
- A Legally-License Exempt Unlicensed Registered Child Care Ministry who has passed a CCDF inspection completed by their BCC Consultant; or
- A Legally-License Exempt Facility who has passed a CCDF inspection with The Consultants Consortium (TCC) and holds a valid certification; or
- A Legally-License Exempt Home who has passed a CCDF inspection with The Consultants Consortium (TCC) and holds a valid certification.

In addition to being certified, a CCDF provider is required to be enrolled with the Central Reimbursement Office (CRO) or Affiliated Computer Services (ACS). This process begins when a CCDF eligible family selects you as their child care provider.

To be enrolled, a provider must:

- Be at least 18 years of age; and
- Be legally operating under Indiana's child care regulations including meeting the required certification requirements; and
- Have a working land-line telephone; and
- Complete and submit all required paperwork to the CRO.

A provider may **not** receive CCDF payments for a child if the provider is;

1. A sibling of the child being cared for and lives in the child's household; or
2. The child's parent or step-parent; or
3. The child's legal guardian.



Providers WILL NOT be able to be selected by a CCDF family until they are determined CCDF eligible.

For more information on becoming a qualified provider visit
<http://www.in.gov/fssa/2552.htm>
or contact the Bureau of Child Care at 1-877-511-1144

WHO ARE ELIGIBLE CCDF VOUCHER FAMILIES?

Just as providers must meet certain criteria to become eligible for the CCDF voucher program, so must families who want to enroll in the CCDF program. Some of the CCDF criteria is found in the table below.

SERVICE NEED	Generally speaking, parent(s) must be employed or in school. TANF Impact families need to obtain a referral from their caseworker. The number of hours approved for child care depends on the work/school schedule of the parent(s).
RESIDENCY	Families must apply for CCDF at the Local Intake Office in the county in which they live, even if their child care provider is located in a different county.
AGE OF CHILD	Children must be <u>under</u> age 13, unless they have a <u>documented</u> special need. Children with a documented special need who require adult supervision may be enrolled <u>through</u> age 17.

Families are required to verify their eligibility from time to time. This process is called recertification and is completed through the Local Intake Office. Failure to recertify will result in termination from the CCDF program. Child care services provided after the voucher end date are the responsibility of the family. **CCDF reimbursement can not be made after the voucher end date.**

HOW DOES A CCDF FAMILY CHOOSE ME AS THEIR PROVIDER?

Each time a family joins the CCDF program or recertifies, their provider will need to complete the **Provider Information Page** documenting information about their charges for child care on an hourly, daily and/or weekly basis. **These charges must be the same as the charges to families who are not on the CCDF program.** If a provider does not offer hourly or daily rates to families, the CCDF family of a child in need of part-time child care will be required to select another provider.

Completing the Provider Information Page for a family that wishes to choose you as their provider **does not** guarantee payment for services. A family must complete their application process to receive a child care voucher. Once this application process is completed you will receive a copy of the voucher.

Helpful Hint:



Until you receive a copy of the Child Care Voucher, you can not verify that a family has been enrolled in the CCDF program. Therefore, providing care without an authorized voucher is at your own risk.

WHAT IS A CCDF VOUCHER?

A CCDF Voucher is issued to a family when they have completed the application process. This form tells the child care provider important information about the family's child care assistance such as the rate of reimbursement, the number of hours of care that have been authorized, and the length of time the subsidy will last before a recertification must be completed.

Helpful Hint: You should keep track of the date each of your families are due for recertification. This date may be found on the paper voucher and is listed as "Voucher End Date". It is helpful for parents to get reminders about this date from both their Intake Office and their child care provider.



Receipt of a Child Care Voucher authorizes payment for child care services for a specific duration of time and reimbursement rate. A child's voucher may be amended prior to the voucher end date. While you should receive notification of this change, it is also important to check www.hoosierchildcare.com to verify voucher end dates and reimbursement rates on a regular basis.

Helpful Hint: Always ask any new or recently recertified family for a copy of the paper voucher. This will alert you to any possible changes in reimbursement and/or co-pay expected from the family.



Attention

Providers are to care for a child at the site listed on the child's voucher. Children must have their attendance recorded on the POS machine assigned to the site listed on the child's voucher.

State of Indiana Child Care Voucher

Family and Social Services Administration, Division of Family Resources

for the period Nov 07,2010 through Feb 12,2011

THIS IS A CCDF VOUCHER FOR CHILD CARE SERVICES

Voucher Dates

Parent/Guardian:
Test, Sample L
9999 Drive
Indianapolis IN
46229

Family
Information

County: Marion

Child: Test, Child B
Date Of Birth: 6/25/2005
Age Group: 3/4/5 years old
Child Number: 1

Child Number
for swipe card

Case Number: 96670
Sequence Number: 11

Intake Agency:

Name of Agency
who issued voucher

Facility: ABCDG Child Care
9999 B Menden Rd
Marion IN
46113

Provider
information

Address
where care
is provided

Phone: (317)856-9999
County: Marion

Mailing Address:
9999 Mall Rd
Marion IN
46113

Facility Type:
Home Licensed

Shift:
Shift 1

Voucher Info

Status:	Active	Provider Charge:	\$110.00/week
Service Hours/Day:	6	Copay:	\$9.00/week
Service Hours/Week:	30	Over Amount:	\$10.00/week
Full time/Part time:	Full Time	CCDF Subsidy Amount:	\$ 91.00
Number of Days/week:	5	Total/Subsidy Amount:	\$1,274.00
Number of Weeks:	14		

Amount
Parent owes
each week

Maximum weekly
subsidy amount

Parent must recertify
for service by this date

Recertification Date: February 12,2011

Signature:

Director, Division of Family Resources

Date:



You should keep this voucher for your records. DO NOT MAIL THIS VOUCHER TO THE STATE.
Parent/Guardian (Please retain for your own records.)

To select a pin for your Hoosier Works for Child Care Card:
Call 1-800-876-0487

Have 16 digit Hoosier Works Card Number ready
Have a PIN selected
Follow the instructions given by the automated attendant

Application Information:
Case Number = 1986
Sequence Number = 1
Parent Date of Birth = 1/1/1986

If you or your Authorized Representative have trouble using your Hoosier Works for Child Care Card, please contact the Hoosier Works for Child Care Client Help Desk at 1-866-258-8808.

To report suspected CCDF Fraud by either a parent or provider please contact the CCDF Fraud Coordinator at 317-234-2200.

Para activar su tarjeta:

Llama a gratis a 1.800.876.0487

Tiene los 16 dígitos de la tarjeta Hoosier Works listo
Tiene un número de PIN escogido
Sigue las instrucciones por asistente automatizado

Tiene la disponible:
El Número del Caso = 1986
El Número de Serie = 1
La fecha del Nacimiento = 1/1/1986

To Setup PIN#
for swipe card



IT IS YOUR RESPONSIBILITY TO VERIFY YOUR CHARGES HAVE BEEN ENTERED CORRECTLY. REPORT ANY ERROR TO THE INTAKE OFFICE IMMEDIATELY. IF YOU HAVE QUESTIONS ABOUT THIS VOUCHER, CONTACT THE INTAKE OFFICE.

HOW DO I GET PAID?

After you have been CCDF certified and a child care voucher had been assigned to you, Affiliated Computer Systems (ACS) will provide you with a Point of Service (POS) machine for your center or home. To receive reimbursement for child care services provided, you must have a Point of Service (POS) machine and a bank account. The state contractor, Affiliated Computer Services (ACS), responsible for installation and maintenance of all POS machines, will contact you to install a POS machine at your center or home. This will happen after you have at least one CCDF child enrolled.

When you receive your POS machine, you will receive information on the installation and use of the machine as well as the remaining documents to complete your CCDF Provider enrollment process. These forms include:

- A POS machine contract which must be signed; and
- A Provider Holiday Statement to complete, if you have a policy requiring families to pay for days you are closed; and
- A Discrepancy claim form with instructions for future use, if needed; and
- A Statement of Service form, to keep as backup documentation; and
- A Payment schedule for your reference; and
- A Direct deposit form to complete; and
- A W-9 form

*** You can not get paid until the above information is completed***

Installation, replacement and repair of the POS machine is the responsibility of ACS. You will be provided with two rolls of paper for the machine when it is installed. You are responsible for purchasing replacement paper; however, a portion of this cost will be reimbursed by ACS electronically. To find more details about replacement paper, please refer to your POS operation manual.

Helpful Hint: If you have not been contacted by ACS to receive a POS machine or are having difficulty with your POS machine, call the ACS Provider Help Desk.



Provider Help Desk (800) 422-0850
Generic Provider ID #1234
Generic Password 123456

My POS Device is installed. Now what?

- Families must use their Hoosier Works for Child Care cards to record time and attendance information (in-and-out swipes) on the POS machine in your center or home.
- **Providers must maintain additional written attendance records which document all children's arrival and departure times.** It is best practice to obtain a parent signature, written or electronic, verifying attendance times.
- The POS must be connected to your land-line phone in order to send the swipe information to the state data center where it is processed for accurate reimbursement.



WARNING

CCDF Child Care Providers may not possess or use a Hoosier Works for Child Care card, 16 digit card number and/or Personal Identification Number (PIN) to authorize electronic attendance transactions for any CCDF children. This policy also applies to child care staff, as well as any members of the provider's household in which child care is provided. CCDF Providers may not require or coerce families to violate this policy.

Failure to follow the above policy could lead to negative action including termination from the Child Care and Development Fund (CCDF) voucher program and required repayment of CCDF funds received. This policy is applicable to all child care providers receiving CCDF reimbursements.

DOCUMENTING ATTENDANCE

The CCDF Parent or Parents (and one Authorized Representative, if requested) will be given a Hoosier Works for Child Care (HWCC) swipe card as shown below.



The Intake Office will provide families with an opportunity to view a training video or will provide verbal training, as well as written training materials, explaining the use of and policies related to the HWCC swipe card.

By using this card, the family is able to document their children's attendance at your center or home. Reimbursement is based on the attendance recorded by the POS machine in your center or home. Failure to properly use the POS machine will result in an inaccurate reimbursement.

Remember: Your payments are based on families using the POS machine accurately!

In order to ensure parents are documenting attendance correctly, to verify payments received and to see all active vouchers assigned to your facility, a Provider Website is available to all current CCDF Providers. The website is www.hoosierchildcare.com.

HOW IS MY REIMBURSEMENT CALCULATED?

Your reimbursement rate is calculated based on the CCDF subsidy amount on the voucher and swipe activity.

The weekly subsidy amount is equal to your weekly charge minus the over rate minus the co-pay.

OVER RATE (OVERAGE) CHARGE

If your established rates exceed the county market rate (see below), this difference is called an "Over-Rate or Overage Charge". It is the responsibility of the CCDF family to discuss this balance with you. You may waive this charge if desired but you are not obligated to do so. Any over-rate or overage charge is the responsibility of the family.

MARKET RATE

Although child care reimbursement is based on the individual provider's charge for service, there are established maximum reimbursement rates. These maximum rates are determined by a local market rate survey of Indiana licensed child care providers. CCDF will not reimburse at a rate higher than the market rate. You may visit <http://www.in.gov/fssa/carefinder/2906.htm> to learn more about the market rates in your area.

Co-pay

The dollar amount the family is responsible for paying directly to the provider based on the family's income at the time of application. This amount is listed on the paper voucher.

Your child care reimbursement will be electronically sent to your bank account every two weeks. For information regarding the reimbursement schedule, contact the Provider Help Desk at 1-800-647-8533 or go to <https://www.hoosierchildcare.com>

Step 1: A family uses their Hoosier Works for Child Care (HWCC) card to swipe their children in and out. If a family forgets their card, they may do a Previous Check In and Previous Check Out on the POS machine the next day they are there. Please remember children should not be allowed to use the card to check themselves in or out. You may not swipe in or out for a family. Doing so is grounds for repayment of funds received and possible termination from the CCDF program.

Helpful Hint:



It is very important that the parent or authorized representative check their children in and out of your child care program every day that they attend.

Step 2: The data collected by your POS machine is sent to the State Data Center through your landline telephone.

Step 3: Once the attendance period has closed, the swipe activity (check-in with a matching check-out) is added to determine the total hours of care. Remember: families may enter attendance for previous days up to 13 days in the past.

Step 4: Your child care reimbursement is calculated and deposited into your bank account on the designated date. If you have questions about your child care reimbursement, contact ACS at (800) 422-0850 using the generic Provider ID 1234 and Password 123456 to reach customer service.

Helpful Hint:



It is recommended that you keep your POS tapes until at least the time you receive your reimbursement for services for those weeks. Keeping your POS tapes may help you identify possible reasons if you feel that you have been paid incorrectly.

YOUR CHILD CARE REIMBURSEMENT IS CALCULATED BASED ON THE FOLLOWING ATTENDANCE RULES:

➤ Full Time Care - Non school-age children

Full time care is defined as twenty-five (25) hours or more per week for non school-age children. If the child care provider charges a weekly rate, the child must attend a minimum of 25 hours per week, Sunday through Saturday, to qualify for the weekly subsidy listed on the voucher. **Weekly reimbursement will be cut in half for full time children who do not have at least 24 hours and 46 minutes of attendance recorded in the POS for each Sunday to Saturday week.**

For children enrolled on a daily or hourly basis, reimbursement for care can never exceed the full time weekly market rate.

➤ Full time Care - School-age children

Full time care for school-age children is defined as fifteen (15) hours or more per week, Sunday through Saturday, during the school year. If a school-age provider charges a weekly rate, the full weekly subsidy can be paid for the school-age child who is in attendance at least fifteen (15) hours per week, Sunday through Saturday, during the school year. **Weekly reimbursement will be cut in half for full time children who do have at least 14 hours and 46 minutes of attendance recorded in the POS for each Sunday to Saturday week.**

During the summer when school is not in session, and for care provided when a family works non-traditional hours any time during the calendar year, full time care for school-age children is defined as twenty-five (25) hours or more per week. **Weekly reimbursement will be cut in half for full time children who do not have at least 24 hours and 46 minutes of attendance recorded in the POS for each Sunday to Saturday week.**

For children enrolled on a daily or hourly basis, reimbursement can never exceed the full-time weekly market rate.

➤ Holidays

Reimbursement is made to all providers for up to six (6) days per calendar year, per child, when the center or home is closed. This provision applies only if the center or home has a written policy to charge all families for days they are closed. New providers will be asked to identify their six holiday closings. Also, prior to each new calendar year, you will be asked to identify which six (6) holidays you want reimbursed.

To receive reimbursement for a child, the child must have attendance recorded in your POS machine at least one day in the 21 days prior to the holiday.

➤ Personal Days

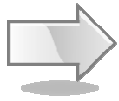
When enrolled full-time at a weekly rate each family is allowed twenty (20) personal days per child during their enrollment year for which reimbursement can be made if a child is absent. The personal days can be used at the family's discretion when:

- The provider was open for business; and
- The child did not attend any part of the day; and
- The time of use is one of the child's scheduled days to attend.

Families have the option of choosing when they want to use their twenty (20) personal days for each child. Once the child's twenty days are exhausted, the family is responsible to pay for any days the child does not attend. Personal days may not be

used to provide two-week termination notice. Any requirements for notice are between the family and the provider.

For children with special circumstances or other medical issues, the family should contact the Intake Office to learn how to request additional personal days.



Personal Days are not given to children who are enrolled with hourly or daily vouchers.

SHIFT CARE

A provider may decide to offer childcare services during several shifts of a 24-hour day. CCDF children will be assigned, according to their service needs, to one of two 12-hour shifts: either 6am to 6pm or 6pm to 6am. If you wish to use alternate hours for these two shifts, you must first contact BCC for approval. A provider may not enroll more CCDF children than their licensed capacity during either 12-hour shift. A child who needs care that would overlap during the shifts will be assigned to **both** shifts.

WHERE CAN I GET PAYMENT INFORMATION?

Payment information is available to providers in several ways.



By using your POS machine to obtain “Totals Report” for the previous week’s payment. Detailed instructions are available in your Provider Operations Manual.



By viewing payment details on www.hoosierchildcare.com. For assistance accessing this website, contact the ACS Helpdesk or download a user guide.



By contacting the ACS Helpdesk at (800) 422-0850. You may use the generic ID #1234 and password 123456 to reach customer service.

WHAT HAPPENS IF I MOVE?

It is important to remember Indiana law links your CCDF child care reimbursements to the actual address where you provide child care. Every child care provider must document they have met CCDF Provider Eligibility Standards at the address where care is provided. Certification includes, but is not limited to, an inspection of the center or home.

Failing to have your new address approved will result in CCDF reimbursement disruption. You should always contact your CCDF Policy Consultant PRIOR to moving.

Failure to notify your CCDF Policy Consultant of a change in your status, including, but not limited to; a move to a new address, a change in licensing class, a change in ownership or change in primary caregiver may result in immediate termination of CCDF reimbursements.

Further, you may receive a demand for repayment of any and all CCDF reimbursements made to you if you were reimbursed for child care provided at an ineligible center or home.

**If you are planning to move,
you must follow the steps listed below.**

Licensed Centers/Homes and Registered Ministries

1. Once you know your new address, contact State Child Care Licensing at **1-877-511-1144**.
2. Schedule a time before you move to have the address inspected.
3. **Once you have received your new license or certificate of registration in the mail**, have your CCDF families contact their local Intake Office. Families will need to fill out forms showing they have changed the address where their children receive child care services. Families must do this before child care can be reimbursed at the new site.
4. Call the ACS Provider Help Desk **1-800-422-0850**. Ask how to reprogram your POS to your new address.



REMEMBER: If the new address fails to meet CCDF Provider Eligibility Standards, CCDF reimbursements will not be made for child care provided at the new address, and families will be required to select another child care provider.

Legally Exempt Centers and Homes

1. Once you know your new address, contact The Consultants Consortium (TCC) at 1-866-921-6623.
2. Schedule a time before you move to have the new address inspected.
3. **When you receive official notification your address has been approved,** have your CCDF families contact their local Intake Office. The families will need to fill out forms showing they have changed the address where their children receive child care. Families must do this before child care can be reimbursed at the new site.
4. Call the ACS Provider Help Desk 1-800-422-0850. Ask how to reprogram your POS to your new address.

PROVIDERS WITH MULTIPLE LOCATIONS

Providers must care for a CCDF child at the site to which the child was assigned by the Intake Agent (the address listed on the voucher). Providers with multiple sites must have parents or authorized users swipe in and out on the Point of Service (POS) devices assigned to the specific approved address in order to electronically document the child's attendance. The POS device must be located in the facility where child care is assigned. **The provider must ensure children attend and are claimed at the site to which they are assigned.** Care provided at an alternate address will not be reimbursed and can result in a repayment of CCDF funds received and/or termination from the CCDF program.

WHAT HAPPENS IF I LOSE MY CCDF ELIGIBILITY?

CCDF Providers may lose their ability to be reimbursed for serving CCDF children for several reasons.

1. Non-compliance with CCDF Provider Eligibility Standards

If you are found to be non-compliant with one or more of the CCDF Provider Eligibility Standards, several things will happen:

- ✓ A **“Notice of Order”** will be sent to you telling you why you are no longer in compliance. It also explains you have 18 days to correct the issue(s). An effective date is listed on this letter. This is the date your ability to receive reimbursement will end.
- ✓ CCDF families assigned to this address will be sent a letter from the local Intake Office telling them they must choose a new provider by the effective date of your Notice of Order letter or their CCDF assistance will be terminated.
- ✓ If the issue(s) is not resolved by the effective date on the “Notice of Order,” you will not be reimbursed for any child care services you provide to CCDF children after this date.
- ✓ When the issue(s) has been corrected, you must contact your CCDF Eligibility Consultant to verify/document your compliance.
 - Once resolved, a **“Rescind Order”** will be sent to you. The Rescind Order reinstates your CCDF certification and your eligibility to receive CCDF reimbursements.
 - Depending on the effective date of the Rescind Order, you may or may not have a gap in your eligibility for CCDF reimbursement.
 - You should make sure your CCDF families contact the Intake Office to have their vouchers reinstated with you provided they have not been terminated from the program.

You have the right to appeal. If you wish to appeal, please follow the instructions on the “Notice of Order” letter you received. You WILL NOT be paid for care provided after the effective date of the “Notice of Order”.

2. Suspension for Other Reasons

A provider may be suspended by the Division of Family Resources (DFR) from the CCDF program for the following reasons:

- ✓ The death of a child while in the provider's care;
- ✓ A pending abuse/neglect charge against the provider, an existing employee of the provider, or a member of the provider's household, indicating behavior harmful to children;
- ✓ A substantiated health or safety hazard;
- ✓ Threatening behavior;
- ✓ Providing false information on any form connected with the CCDF program;
- ✓ Being under investigation for fraud;
- ✓ Possession or use of Hoosier Works for Child Care Cards as documented by a Bureau of Child Care staff member or representative; and/or
- ✓ Illegally operating a center or home.

If DFR takes suspension action, CCDF families will be notified to choose another provider until the issue is resolved.

3. Reasons for Possible Termination

A provider will be terminated by the Division of Family Resources (DFR) from the CCDF program for the following reasons:

- ✓ A substantiation or conviction of abuse/neglect against the provider, an existing employee of the provider, or a member of the provider's household (in the case of home-based care) indicating behavior harmful to children;
- ✓ Substantiated fraud in the receipt of any type of government funds;
- ✓ Proven forgery of signatures on any forms; and/or
- ✓ Loss or denial of licensure or registration or certification.

If termination action is taken, CCDF families will be advised to choose another child care provider immediately. Reimbursement will cease upon termination of the provider.

You have the right to appeal. If you wish to appeal a CCDF suspension or termination to the Division of Family Resources, please use the process outlined in the written notification of suspension or termination you received.

WHAT HAPPENS IF FSSA AUDIT DETERMINES RECEIPT OF INELIGIBLE REIMBURSEMENT?

When you became a CCDF certified provider, you agreed to allow access to your child care center or home to any representative of the Family and Social Services Administration. This consent includes FSSA Field Auditors. These auditors are responsible for determining if appropriate reimbursement has been made to eligible child care providers for providing care to eligible CCDF children. To make this determination, FSSA Field Auditors may conduct on-site inspections. These inspections will include viewing and copying, or requesting copies, of your alternate written attendance documentation, holiday schedule or other reimbursement related policies. FSSA audits may also include desk audits of the electronic attendance of enrolled families and payments made to providers.

If an audit of your records indicates receipt of an inappropriate reimbursement, you will receive written notification of their intent to collect repayment. The notification will inform you of your right to appeal.

INDIANA FSSA AUDIT APPEAL PROCEDURES:

Level I - Audit Services Section Appeal

1. Within thirty (30) days of the date of issue of the audit report, the grantee/provider must submit the total remittance, or a written request for appeal of the audit finding(s) (with appropriate supporting documentation) to the Chief Audit Executive, Audit Services Section.
2. If the grantee/provider does not contact Audit Services Section within the 30-day time frame, a certified letter will be issued to the grantee/provider explaining the actions that will be taken to recover the contract overpayment.
3. If the grantee/provider requests an appeal within thirty (30) days of the date of issue of the audit report, the audit will be reviewed by the Chief Audit Executive in conjunction with the field auditor(s) and a decision will be provided the grantee/provider within ninety (90) days of receipt of the appeal.
4. If the grantee's/provider's appeal is approved in whole or in part, a revised Summary of Disallowed Costs, Schedule 1 will be issued to the grantee/provider. Any remaining disallowed costs due must be repaid no later than thirty (30) days after the grantee/provider receives the response to the appeal. Contract number(s) must be itemized on all checks in order to ensure re-payments are appropriately credited.

Level II – Administrative Appeal

If the grantee/provider receives an adverse decision to the Level I appeal, the grantee/provider may request an administrative hearing under Ind. Code § 4-21.5 or 470 Ind. Admin. Code 1-4, if applicable, within thirty (30) days of receipt of the Chief Audit Executive's decision. This request is submitted to the Chief Audit Executive for processing. Two (2) copies of the Level II appeal and one (1) copy of the supporting documentation, labeled according to the finding number, are required. All repayments and appeals must be mailed to the following address, unless other written instructions are received.

Indiana Family and Social Services Administration
Attn: Chief Audit Executive
Audit Services Section MS 06
402 West Washington Street,
P.O. Box 7083
Indianapolis, Indiana 46207-7083

FREQUENTLY ASKED QUESTIONS



How do I get paid? Will you send me a check?

You will not receive a check. Your reimbursement will be electronically sent to your bank account. Electronic funds transfer is very accurate and timely when compared to mailing checks.



When can I expect to receive my reimbursement?

Funds are transferred every two weeks on Wednesdays to the bank account designated in your Provider contract. Reimbursements are made 17 days after the last day of a two week service period. You may find the schedule of reimbursements and service periods in the packet of information ACS gave you when your POS was installed or you may obtain a copy from www.hoosierchildcare.com. You may also receive a copy by contacting the ACS Provider Help Desk at 1-800-422-0850.



What if I have a question about my reimbursement?

Call the ACS Help Desk at 1-800-422-0850.



Can I keep a Parent's HWCC card so they don't forget it?

No! Possession or use of a parent's card, 16 digit card number and/or Personal Identification Number (PIN) is prohibited and could result in termination of the family and the provider from the CCDF program.



How do I change my direct deposit account?

You will need to fill out and mail in a new direct deposit authorization form. The form can be obtained by calling ACS at 1-800-422-0850 or from the provider website www.hoosierchildcare.com. The form must be mailed to the following address:

ACS Hoosier Works for Child Care
101 W. Ohio, Suite 1700
Indianapolis, IN 46204



My reimbursement was for an incorrect amount. Why?

If you believe that your payment is not correct, you must complete a “CCDF Discrepancy Childcare Statement of Services Form”.

When you submit a discrepancy form you must:

1. Send documents/records to support the discrepancy to:
ACS Hoosier Works for Child Care
101 W. Ohio Street, Suite 1700
Indianapolis, IN 46204.
2. Include a CCDF Discrepancy Childcare Statement of Services Form signed, in *blue ink*, by the parent **and** the provider. The discrepancy will be denied if it is not signed in blue ink.
3. You must fill out one discrepancy for each 2 week service period. If you have questions about service periods, they are listed in your reimbursement schedule.
4. The information you send will be reviewed and if appropriate, reimbursement will be made for the amount due.



Where do I get the CCDF Discrepancy Childcare Statement of Services Form?

You will receive copies of the “CCDF Discrepancy Childcare Statement of Services Form” when you receive your POS machine. Check your Provider Operations Manual. If you do not have any Discrepancy Forms, contact the ACS Provider Help Desk at 1-800-422-0850 or go to www.hoosierchildcare.com



How do I know if the child I am serving is eligible?

When the family (or family’s authorized representative) correctly swipes the card in the POS machine, the POS machine will deny a transaction for an ineligible child. You should consult your POS Operations Manual for an explanation of the different types of denial/error codes you may receive. You can also find information about the CCDF children you are serving at www.hoosierchildcare.com

If a family fails to recertify, their CCDF case will be terminated and their card will not work. You can help the parents enrolled with you by keeping track of their subsidy end date and sending out reminders to parents to recertify their CCDF.



The family is not making their co-payment. Who is responsible?

It is your responsibility to collect the co-payments as specified on the child's voucher. If you are having problems collecting co-payments from a specific family, please contact the family's local Intake Office within thirty (30) days. The Intake Office can determine if the family is still in compliance with CCDF policies.



If a family is not paying their overages, can the local Intake Office require the family to pay the charges?

An overage is the portion of your charges which exceed the maximum allowable reimbursement. It is your responsibility to address the payment arrangements needed to cover these charges with the CCDF family.



What happens if I increase my charges before the voucher end date?

A change in a family's reimbursement may only take place at the time of recertification, if appropriate. However, if you obtain accreditation prior to the family's voucher end date, you should contact the local Intake Office to receive instructions regarding a possible increase in reimbursement.



If the family does not have their card, can they still check a child in/out?

The parent may use the manual process to CHECK IN or CHECK OUT by entering their 16 digit card number. If the parent does not know their card number, they will have to perform a PREVIOUS CHECK IN or PREVIOUS CHECK OUT when they return with their card. It is essential that the family swipe in/out as soon as possible so that you can receive the correct reimbursement. Additionally, if a family doesn't swipe for 60 days, the voucher may be terminated.



If the family has their card but it is damaged and the machine cannot read it, can they still check a child in or out?

The parent may use the manual process to CHECK IN or CHECK OUT by entering their 16 digit card number. You should advise the family to contact their local Intake Office to get a replacement card.



If I am closed due to bad weather or other circumstance, can my parents use a personal day?

No, personal days can only be used when a provider is open for business.

WHO DO I CALL?

The following people and organizations can be contacted if you have any questions regarding child care or the CCDF Program.

ACS Provider Helpdesk

(800) 422-0850

- ❖ Questions about your CCDF payments
- ❖ Problems with your POS Machine
- ❖ Reporting provider holidays
- ❖ Reporting a change in banking information
- ❖ Questions about tax reporting documentation (Form 1099)
- ❖ Verification of income received
- ❖ For technical assistance with the provider website www.hoosierchildcare.com

CCDF Fraud Coordinator

(317)-234-2200

- ❖ To report suspected fraud

CCDF Policy Consultant

(877) 511-1144

See the following map for contact information

Assists with all CCDF Policies and Procedures and program support for families and providers.

CCDF Provider Helpdesk

(866) 258-8808

- ❖ Information on completing a discrepancy request
- ❖ Status of a discrepancy payment
- ❖ Clarification regarding rejected or denied discrepancy payments

The Consultants Consortium (TCC) Certified Unlicensed Providers only

(866) 921-6623

- ❖ Questions about your CCDF provider standards
- ❖ Considering a move to a new location
- ❖ Questions about a Notice of Order
- ❖ Your facility is not available for selection by the local Intake Office.

Indiana Association for Child Care Resource and Referral (IACCRR) **(800) 299-1627**

- ❖ Paths to QUALITY™
- ❖ Educational and business resources for child care providers
- ❖ Information about child care needs in your community
- ❖ Assistance for families in locating child care in their community

Licensing Consultant / Registered Ministry Consultant

These individuals can only help you with issues pertaining to your license or registration and **not** CCDF issues

W9 Provider Help Desk

(800) 320-1332

- ❖ For assistance with a rejected W9
- ❖ For assistance with changing your Tax ID number

OTHER RESOURCES

www.hoosierchildcare.com

This website provides valuable information about your POS machine and user manual, CCDF provider forms, CCDF vouchers and payments.

If you are logging on for the first time, you must enter your user ID and password.

- ✓ Your user ID is lower case “u” followed by your Provider ID provided to you when your POS device was installed. If you do not have your Provider ID, contact the ACS Helpdesk for assistance.
- ✓ Your password is the same as your provider ID.
- ✓ Once logged in, you will need to select a password. Please choose something that is easy to remember.

Now you will be able to:

- ❖ View detailed payment information
- ❖ View active and inactive voucher details for all children enrolled
- ❖ View attendance activity for each child by the day or week. This data is displayed the day after attendance is reported.

www.in.gov/fssa/2552.htm or www.childcarefinder.in.gov

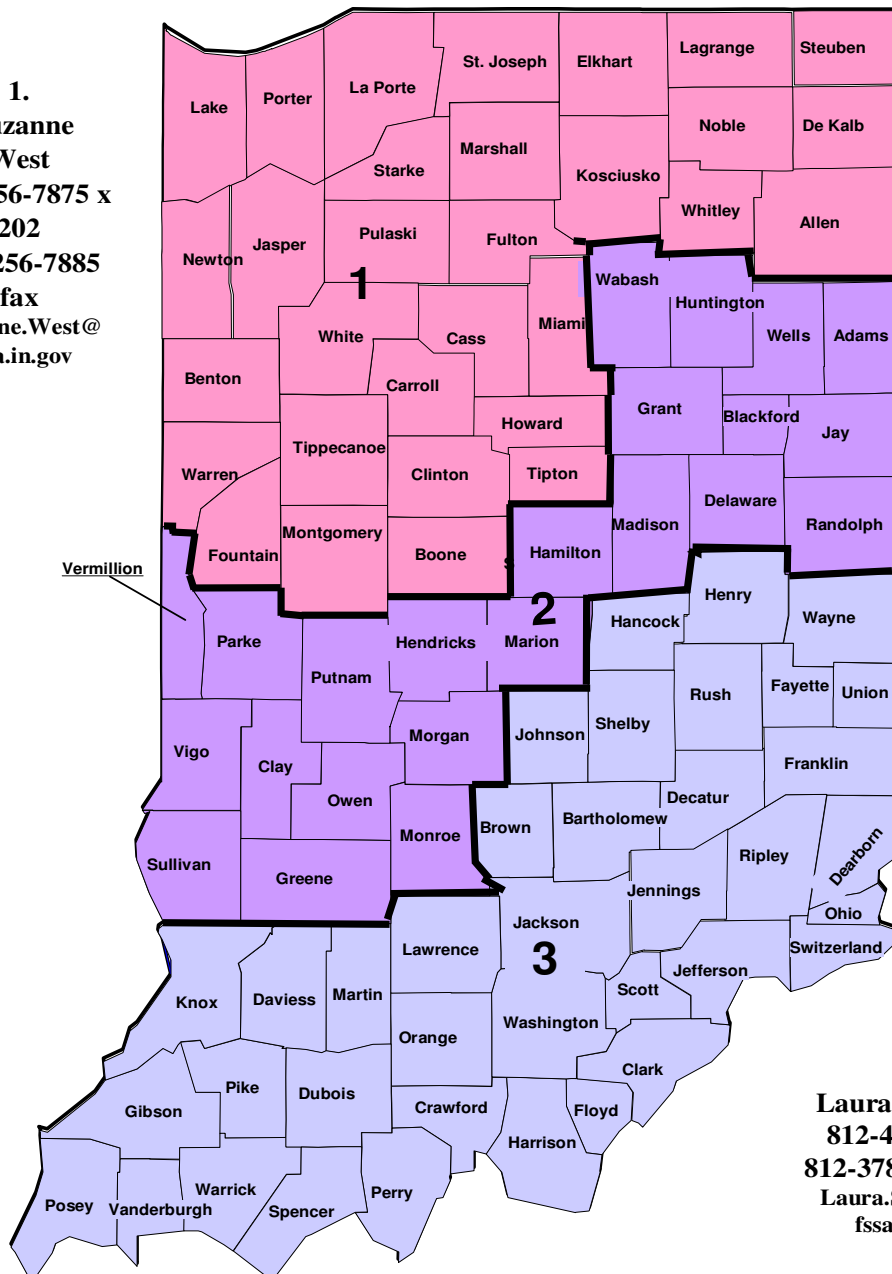
This is the Bureau of Child Care’s website. Here you will find valuable information about the CCDF program as well as other child care programs throughout the State.

State of Indiana CCDF Policy Consultant Regions

1.
Suzanne West
574-256-7875 x
202
574-256-7885
fax
Suzanne.West@
fssa.in.gov

2.
Carrie Gray
317-232-7112
317-234-1513 fax
Carrie.Gray@
fssa.in.gov

3.
Laura Sullivan
812-447-8396
812-378-1908 fax
Laura.Sullivan@
fssa.in.gov

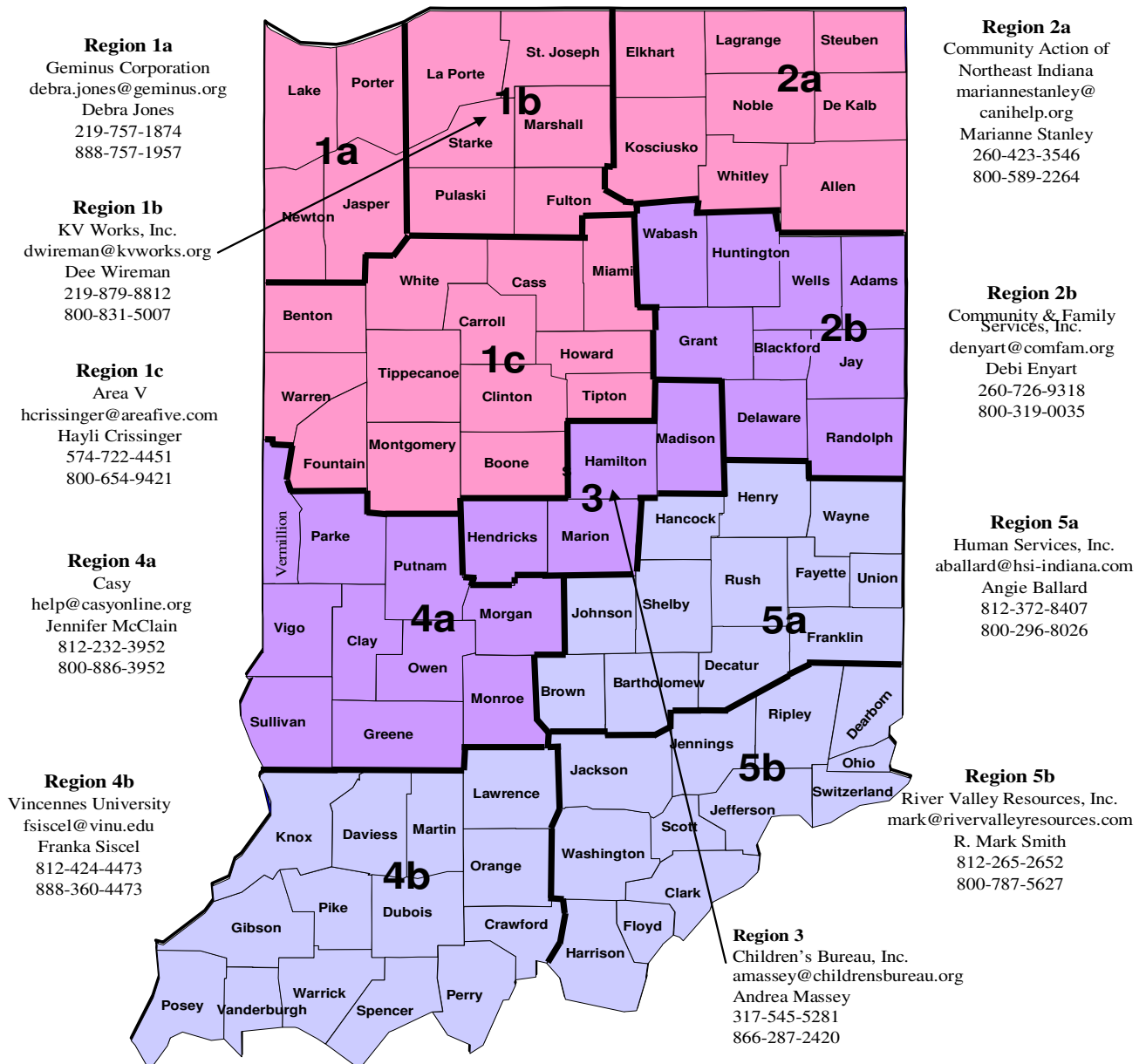


Effective July 4, 2010

State of Indiana

CCDF Intake Regions

Primary CCDF Contacts



Updated November 1, 2010